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Getting Started

The TRACS Internet Application system is web-based, and it provides authorized users with summary and status data on vouchers submitted for a contract or project number for the 12-month period prior to the date of query submission.

Authorized users can also view additional detail data on vouchers by selecting the ***Voucher Summary Details, Miscellaneous Accounting Requests, Special Claims, or Voucher Discrepancies*** in this application. The Project/Contract Query link has been re-engineered to display as Certification Query, and provides users with information such as certification discrepancies and benefit history.

In addition, authorized users will be able to process Over/Under Payment resolutions and submit the date resolved online.

Objectives

By the end of this chapter, you will be able to:

- Understand Security and User Access
- Access TRACS Internet Application system

2.1 Security and User Access

Registration is required prior to gaining access to the Tenant Rental Assistance Certification System (TRACS) Internet applications. As these applications provide access to sensitive financial and personal information, security features have been implemented to ensure access is granted only to authorized entities/individuals. Only after registering in HUD's Secure Systems, being added to the system, receiving a user ID, and being assigned a system role can an Internet user access TRACS Internet applications.

Further restrictions apply regarding system access for a specific property. Before permitting access to TRACS Voucher, Certification, and Tenant Unit Address data for a property, a user must be assigned to that property by the coordinator of the owning entity.

Each trusted business partner, or their authorized agent, interested in using these applications must first successfully complete a registration process with HUD. There are two types of TRACS Internet users: coordinators and users. In most cases coordinators perform only system administration functions. These functions include establishing their profile as a coordinator to TRACS or other systems, activating the user, assigning the user's role and access to the applicable property. A user is someone other than the coordinator, either an employee of the owner or a third party, who has registered for a user ID from HUD and has been authorized to access TRACS Voucher and/or Certification data for a property (or properties) by the coordinator of the owning entity.

The following seven steps outline the registration process.

1. **Coordinator(s)** for a HUD trusted business partner submits an on-line registration application form for their coordinator user ID to HUD using HUD's **Secure Systems**.
2. **User(s)** for a trusted business partner submits an on-line registration application form for their user ID to HUD using HUD's **Secure Systems**.
3. **HUD** approves/denies application for coordinator registration and returns correspondence by mail to the CEO of the owning entity or the organization named in the registration application. The mailed response contains information necessary for coordinator registration in Secure Systems.
4. **Coordinator** logs into Secure Systems and establishes their profile as coordinator to TRACS and/or other systems.
5. After submitting their registration, **user(s)** notify the coordinator for the owning entity under which they registered.

6. The **coordinator** accesses Secure Systems, retrieves the user information, and assigns role(s) and property access rights for the user(s).
7. Authorized **user(s)** log-in to Secure Systems and access authorized information via the TRACS Internet application(s).

Detailed steps and an explanation of the Secure Systems procedures can be found in the **Secure Systems User Guide for Contract Administrators**. The Secure Systems Guide is useful for steps on registering a first-time user, establishing the coordinator and users, and system maintenance functions. Once you are established as a coordinator or user, return to this guide for step-by-step instructions on using the TRACS Voucher Detail Reports, TRACS Voucher Query, and TRACS Project/Contract Query.



Note: The Secure Connection Guide is designed for all Internet applications used by HUD's trusted business partners. The Guide is generic and therefore is not TRACS-specific.

2.2 Accessing TRACS Internet Query Applications

Access the HUD Multifamily Secure Systems by entering the following URL in the *Location* field of your browser:

https://hudapps.hud.gov/HUD_Systems/



Note: Bookmark this site for quick future access!

To access TRACS Internet Query Applications:

1. Enter the URL displayed above, and the **User Login** screen (Figure 1) displays.

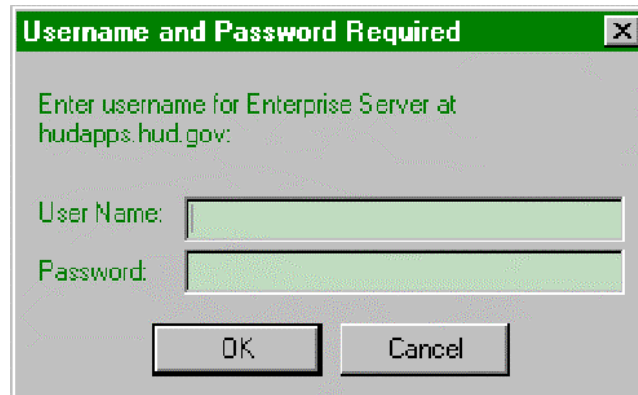



Figure 1. User Login Screen

2. Enter your *User ID* (*User Name*) and *Password*.
3. Click on , and the **Legal Warning** screen (Figure 2) displays.

OR

Click on Cancel to enter a different *User Name* and *Password*.



Note: The User ID must be entered all in uppercase format and the password is case-sensitive. The User ID will be your M-ID.

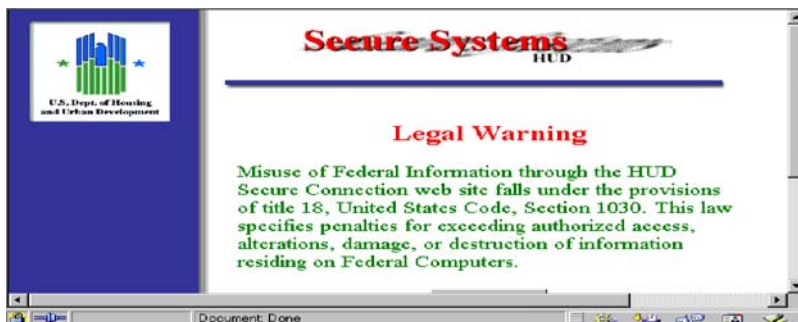


Figure 2. Legal Warning Screen

4. Click on [Continue](#), and the **Secure Systems HUD** screen (Figure 3) displays.



Figure 3. Secure Systems HUD Screen

5. Click on the Tenant Rental Assistance Certification System link, and the **TRACS Home Page** screen (Figure 4) displays.

Listed below this heading are links to Over/Under Payment Resolution, Voucher Detail /Summary Reports, Voucher Query, Manual Voucher Submission, Certification Query, Move In/Move Out Query, Multiple Occupancy Query, Project Evaluation Query, Tenant Unit Address Query, and Verification Query.

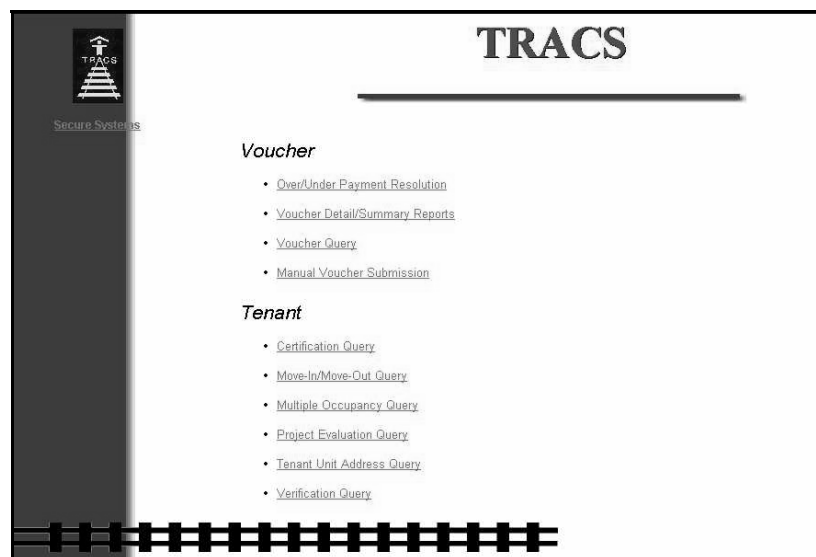


Figure 4. TRACS Home Page